

Information Services Board Meeting Minutes – November 10, 2004

Department of Information Services Boardroom, The Forum Building
Olympia, Washington

Members Present:

Tom Fitzsimmons
Mike McVicker
Emilio Cantu
Fred Stephens
Earl Heister
Ed Lazowska
DJ Mark
Tom Clarke
Gary Robinson

Luke Esser (via phone)

Members Absent:

Laura Ruderman
Glenn Anderson
Jayasri Guha
Marty Daybell

Roll Call

A sufficient number of members were present to constitute a quorum.

Approval of the Minutes

The minutes from September 9, 2004 were approved.

State Interoperability Executive Committee Plan Report

Chief Lowell Porter, the Chair of the State Interoperability Executive Committee (SIEC), presented a status update on the final communication plan from the SIEC. The communication plan is due to the Legislature by December 31st of 2004. The SIEC asked for input from the Board regarding formalizing the process and the final draft of the plan. The contract was awarded to Federal Engineering.

Informational forums in local government agencies in all nine of the homeland security regions have been conducted. The one-on-one interviews with SIEC members and key stakeholders have been held. Discussions have been held regarding various sustainable funding mechanisms that can be used in Washington to promote interoperability. The committee has identified major stakeholders, has addressed issues raised through the interview process, and has discussed the ways to mitigate those issues. This included outlining the high-level technology architecture that the state should move towards, in order to improve the level of interoperability across the state, as well as identified major goals and benchmarks that may be used to monitor the overall progress towards interoperability.

The committee requested convening a special ISB work group to

help with incorporation of the group's recommendations as well as any editing and finalization of the plan. This will allow the SIEC to formalize the plan based on the meetings held on December 1st and the 13th, and will facilitate simultaneous delivery of the plan to the ISB and the Legislature by the December 31st deadline.

Potential fixes for problems outlined in the technical operations and processes will be addressed during the technical implementation portion of the plan that will be formalized by May of 2005. SIEC will deliver a technical blueprint and roadmap for implementation of the recommendations that will occur statewide.

The committee stated that Homeland Security dollars would provide a significant funding source. The Domestic Security Executive Group (DSEG) dollars will be used and leveraged into the plan as well. This will benefit users statewide.

The Board questioned the final plan as it pertained to major milestones and benchmarks for the Legislature's proper evaluation of the program. SIEC asserted that the communications plan does not make policy choices, or commit to funding sources, is more of a range of options, issues, alternatives, challenges, and available technologies. It was clarified that the Board has already formally approved the inventory plan and the system plan.

Motion: The Board moved for approval of finalizing the SIEC's plan and allowing it to go forward without further review. The Board will have an opportunity to review the document after release. At the January meeting the Board can discuss the document and determine if any additional comments, additions and/or provisions, will be given to the Legislature. The motion passed.

Human Resource Management System Project Status Report

Tom Parma, Department of Information Services, presented a review of the Human Resource Management System (HRMS) project to the Board. He made two recommendations. First, that the Department of Personnel (DOP) take the appropriate steps to implement the recommendations contained in the Sterling Associates Quality Assurance (QA) reports as well as the recommendations pertaining to DOP contained in the Accenture Client Quality Management Assessment Report dated November 5, 2004. Second, he recommended that the Board take no action at this meeting. There will be opportunity between now and the January meeting to assess the status of the project and take whatever action the Board deems necessary at that time.

Gene Matt, Director of the Department of Personnel, addressed the Board's concerns about the overall schedule. He informed

the Board that planning continues to be based on completing the project within the timeframes imposed by the Legislature.

Tom Miller, Chief Information Officer for DOP, presented a review of the significant points regarding the current status of the project and how a revised timeline implementation will affect the project.

Brian Turner, HRMS Project Manager, reported on challenges with the interface development aspects of the project. He summarized issues pertaining to the design and development the financial interfaces. Members of key agencies have joined the core team on a full-time basis to assist with these interfaces.

Jens Egerland, Accenture Managing Partner, presented key challenges that will be handled in the fourth cycle system test scheduled for January. He assured the Board that project controls have been addressed and that the majority of the quality assurance vendor's recommendations are in process.

Brian Turner assured the Board that Sterling's recommendations are being addressed and that quality will not be compromised to protect the schedule.

Enterprise Architecture Committee

Shelagh Taylor, Department of Labor and Industries and Co-Chair for Enterprise Architecture committee, brought four enterprise architecture deliverables for the Board's approval. She presented the mission, charter, principles and proposed membership of the ISB Enterprise Architecture (EA) committee. With regards to the membership, a Department of Personnel representative was added.

Motion: The Board moved for approval the recommendation for membership on the Enterprise Architecture committee as presented in the contents of the book. The motion passed.

Motion: The Board moved for approval to amend the membership of the EA committee by adding a member from the services' side of the Department of Information Services as a full voting member of the EA committee. The motion passed.

Motion: The Board moved for approval to amend the membership of the EA committee by adding a second targeted seat on the committee, to be designated specifically for a Legislative Service Center member, with the other eight seats open for rotation on a staggered basis from one to two years. This will expand the EA committee to ten members. The motion passed.

Motion: The Board moved to accept the adopted principles as represented by the EA committee. The Motion passed.

Motion: The Board moved to accept the EA committee's mission, objectives and goals recognizing that they will be reintroduced to the Board at a later date for further consideration if modified. The Motion passed.

Motion: The Board moved to accept the Enterprise Architecture Charter with the removal of the statement in the bylaws prohibiting a DIS member from voting, to prevent any inconsistency. The motion passed.

**Department of Licensing
HP 3000 Replacement
Investment Plan**

Andy Marcelia, Department of Information Services, made two recommendations to the Department of Licensing (DOL) of a tactical nature. The first recommendation is that the vendor be on-site. One of the critical success factors of the DOL Unisys Migration Project has been having the vendor on-site. This has been very effective in keeping that project moving forward with timely resolution of issues. With the Board's approval, the second recommendation would involve early planning on the HP project, developing and issuing their RFP, and selecting an apparent successful vendor. This would prepare them for the Legislature's approval of their decision package in July.

Fred Stephens, Director of DOL, requested the Board's approval for DOL's plan to re-platform their vehicle field system from the HP 3000 to a Windows Intel platform. The vehicle field system is a point of sale application that is used by county auditors and DOL subagents supporting vehicle and vessel titling and registration operations throughout the state. DOL plans to run an open competitive RFP to select the vendor for the project. The estimated cost for new hardware, software, vendor services and network upgrades is \$8.6 million.

Suzanne Shaw, Assistant Attorney General, was questioned regarding conflict of interest from Board members who privately own shares of Microsoft, Intel or any other technical stock that might result in the appearance of impropriety. Emilio Cantu, Gary Robinson, and Ed Lazowska abstained from participation in discussions and voting as Board members on DOL's proposal; they cited the rules of necessity as applied to Board action on advice from Counsel.

Bill Kehoe stated that the feasibility study recommended the re-platforming solution as the lowest cost and lowest risk solution to the agency's requirements.

Motion: The Board moved to approve the Department of Licensing plan for replatforming. The motion passed with Senator Luke Esser voting in opposition to the motion.

**Department of Licensing
Voluntary Biometric
Identification System for
Driver's License**

Andy Marcelia, Department of Information Services, presented a Department of Licensing request for approval of their plan to implement a voluntary biometrics matching system for drivers' licenses and identification card in order to comply with substitute Senate Bill 5412.

The state drivers' licenses and ID cards are provided through the services and technology of a third party provider, Digimark ID Systems. The state contract with Digimark was competitively attained. DOL proposes adding Digimark's facial matching feature. This would require an amendment to the contract with Digimark. The estimated investment cost for the project is \$387,000.

The single vendor approach minimizes the state's risk and is the lowest cost alternative to implementing the biometrics service. This approach also leverages compatibility of Digimark's technology and will produce an economic advantage for the State. DOL has presented this project to the Information Services Board Core Systems committee.

Bill Kehoe, DOL, reviewed Senate Bill 5412 and DOL's interpretation of the legislation. He presented statistical data on biometric identification and its relation to the American Association of Motor Vehicle Administrators (AAMVA) standards.

Motion: The Board moved to approve the Department of Licensing's investment plan which requests modifications to the contract with Digimark to incorporate the biometric face matching process. Senator Luke Esser, Fred Stephens and Ed Lazowska abstained from the vote. The motion passed.

**Department of Social and Health
Services Statewide Automated
Child Welfare Information
System Project Investment Plan**

Tom Parma, Department of Information, presented findings of the feasibility study and requested approval for the Department of Social and Health Services Children's Administration's investment plan to acquire and implement the new Statewide Automated Child Welfare Information System (known as SACWIS).

Mr. Parma made three recommendations to DSHS and the Board. The first project recommendation had already been adopted by DSHS, that DSHS modify its project organization to have the quality assurance vendor report directly to the executive sponsor, not to the project director.

The second project recommendation was that the project team validate the schedule resource assumptions pertaining to the SACWIS interfaces, including the past time contingencies, stakeholder involvement, etc. He recommended that the project team use resources outside the project but within DSHS to

perform this validation.

The Board directed DSHS to present the results of its acquisition prior to signing a contract with a successful vendor. It is anticipated that this would be done at either the May meeting or shortly thereafter in a written report describing the results of the acquisition. The presentation report should also include the results of DSHS' budget request.

The third recommendation was that the Board approve DSHS' investment plan request, which authorizes DSHS to release its RFP.

Secretary of DSHS, Dennis Braddock, the Assistant Secretary for Children's Administration, Uma Ahluwalia, and the SACWIS Project Director Dawn Tatman, presented the challenges facing DSHS and answered questions regarding DSHS's request for implementation of the plan.

Motion: The Board moved to approve the investment plan request, subject to DSHS's return to the Board in January, at which time they will provide additional information about cost benefits and further analysis of the proposed project. The motion was passed.

**Department of Information
Systems
IT Biennial Performance Report**

The Board placed the IT Biennial Performance Report on hold until the next meeting.

**Department of Corrections
Offender Mangement Network
Information Systems Status
Report**

Tom Wallace, Department of Information, presented a project status report and recommendations to the Board. Since the last ISB meeting Sierra Systems was engaged to perform an independent audit of OMNI. That work was completed at the end of October. Progress has been achieved on the project regarding product deliverables. Drop one, release one, point eleven and the deployment plan have been delivered by IBM and accepted by the Department of Corrections (DOC) since the last meeting. IBM and the DOC have developed an integrated schedule, which is currently being used to manage critical paths on the project. They have agreed on a methodology to restructure the project approach to ensure better completion of phase two. Final terms and conditions are currently being developed regarding this new project development approach.

The current project challenges revolve around complexity of the development effort, the schedule management and contingency planning related to the project as well as the ongoing financial constraints on the project as a whole.

Mr. Wallace recommended that the Board direct DOC to implement all the recommendations of the Sierra Systems audit

report. He further recommended that the Board should direct DOC to report on progress of implementing the Sierra recommendations as well as the status of the project restructuring strategy by December 17th of this year, which is before the next Board meeting. In addition DOC and IBM should continue to utilize the integrated project schedule to determine and manage to a critical path in the project.

Joe Lehman, DOC Secretary, assured the Board that DOC would continue to work with IBM and OFM to address the significant project challenges in order to secure a successful outcome.

Tracy Guerin, DOC Deputy Secretary, reviewed DIS' position in the development of the contract, and stated that DIS has been a partner in the process, but not involved in the contract negotiations. The DOC application is intended to run on the DIS environment.

The Board discussed the uncertainty of the project moving forward without further clarification of the project's restructuring process, goals, objectives and timelines. Because of the lack of clarity of the overall scope of the project, the Board was unwilling to proceed with approval of the recommendations before them.

Motion: The Board moved to approve engaging Department of Information Services Interim Director, Michael McVicker as fully as possible, with the full interests and support of other Department of Information Services staff members, in contract negotiations with IBM. He is to advise DOC and represent both ISB and DIS services perspectives. DOC is authorized to proceed with its contract amendment #7 without further ISB action. The motion passed.

Motion: The motion was made and carried for DOC to implement all of the recommendations in the Sierra report and the Coplan quality assurance report. The motion passed.

Recognition of Sen. Emilio Cantu's Service to the ISB

Tom Fitzsimmons acknowledged Emilio Cantu's contribution and commitment to the Information Services Board and thanked him for many years of service. The Board members congratulated him on his retirement and wished him well.

Adjournment

The meeting was adjourned.